

The Mary Stevens Hospice Trading Co Ltd
 Park Lane, Halesowen, B63 2RA
Location: Mary Stevens Trading Company

Title : Coronavirus shops	Date of Assessment : 04/06/2020	Risk Assessor : Gail Phillips1
Risk Assessment Reference :	People involved in making this assessment :	
Task/ Process : Covid-19 Shop Premises Risk Assessment	People at Risk : Employees, Members of the Public	

Hazard : Employed staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. All staff have received copies of this risk assessment and any other company procedures relating to COVID-19.
2. e-learning courses, toolbox talks on COVID-19 and Personal Hygiene have been delivered to staff.
3. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
4. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
5. Communication warning posters displayed throughout all premises.
6. Plans and procedures have been shared and co-ordinated with our landlord on our owned or managed premises.
7. Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing.
8. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme).
9. Health & Safety communications available to all employees.
10. Employees can raise any concerns with their line manager.

Hazard : Goods lifts The enclosed space within the lift which creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

Control Measures:

1. Where Goods lifts are installed staff are instructed not to use for any other purpose than the transport of Goods.
2. Employees instructed to avoid using a finger tip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.
3. Employees advised to avoid touching surfaces.
4. A limited amount of employees will be allowed to load and unload the goods lift at any one time to allow for social distancing.
5. Lifts are subject to an increased level of regular routine cleaning and sanitising by cleaning staff who have been fully briefed and instructed by their own managers.

Hazard : Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination.

Control Measures:

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur, they must ensure that the work surfaces are left in a clean and sanitised condition.
3. Use your own drinking mugs, cups and glasses to prevent cross contamination.
4. Employees reminded to keep your hands out of food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash your hands thoroughly for 20 seconds before and after using these facilities.
6. Leave the microwave ovens as it should be left in a clean condition and wiped out after use.
7. Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. Employees encouraged to bring in their own prepared food and drink for lunch breaks.
9. Employees to make their own hot or cold drinks during the working day.
10. Departments and teams are to implement staggered lunch breaks.
11. Kitchen areas will be marked with signage or tape to allow for social distancing.
12. Where dishwashers are available these must be used to thoroughly clean crockery and cutlery.
13. Single use paper tissues rolls are provided within kitchen areas and to be disposed of correctly in waste bins provided.
14. Thoroughly wash crockery and cutlery after each use before putting them away.

Hazard : Communal facilities, entrance, toilets, stairs. etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures:

1. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately (where applicable) within coat cupboards or personal lockers avoiding contact with other people's personal items.
2. Certain toilet cubicles and wash sinks will be out of use to allow for social distancing.
3. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc. and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
5. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
6. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
7. Cleaning schedules have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
8. Breaks and arrival times have been staggered to allow for social distancing.

Hazard : Waste Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided at employee desk areas, at cleaning stations throughout the store and within staff kitchen areas.
2. Employees are required to have consideration for cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.
3. All waste bins and receptacles are carefully and safely emptied daily by the cleaning staff.
4. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin.
5. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.

Hazard : Tills & Checkouts Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly during customers paying for items as this usually takes place in a close proximity.

Control Measures:

1. The store is encouraging wherever possible, contactless forms of payment, such as card transactions (contactless or card terminals)
2. Screens/barriers have been installed between customers and staff to prevent cross contamination.
3. Frequent hourly cleaning for barriers, and other high contact areas in place . Card terminals to be cleaned after every use.
4. Staff are able to keep 2m apart on the checkouts & tills.
5. Systems have been put in place to protect staff who cannot keep 2m apart, such as screens or barriers between staff, staff do not work facing towards each other and staff who have to work next to each other are always on the same shift/team.
6. Markings placed on floor to highlight safe distances and standing positions.

Hazard : Workstations, IT and telephone equipment Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment.
2. Any ICT equipment that is unserviceable to be reported to your line manager or reported via the service desk. No other equipment is to be used from other locations to reduce risk of cross contamination.
3. Employees are to only sit/work at their allocated workstation and not to hot desk or use other desk locations.
4. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
5. Telephone equipment is cleaned at the end of each working day by the cleaning staff.
6. Employees instructed that they should not use each other's IT equipment, to prevent accidental cross-contamination.

Hazard : Close contact Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m social distancing rule.
2. No physical contact, such as handshakes, hugs, pat on the back.
3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Directional signage will be in place on common and floor areas to allow for social distancing.
5. One way systems are implemented (where applicable) to allow for free movement allowing social distancing. This will be denoted by signage, posters or hazard tape.
6. Controls on access and egress to buildings at all sites.
7. Office kitchen areas with only one person at a time using to allow for social distancing. Signage or tape markings will highlight this control.
8. Staff have been split into fixed teams/shifts so in areas in which contact is unavoidable then this contact happens between the same people.
9. Any contractors will need to complete an online Covid -19 Health questionare before visiting or carrying out any essential works on site.
10. Any visitors or contractors are to sign the visitors book .
11. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact.
12. Contractors to sites will be managed and controlled by building management or office services for only essential maintenance.

Hazard : Vulnerable employees Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse affect on their health and wellbeing.

Control Measures:

1. In accordance with Govt guidelines employees who are in the vulnerable and high risk categories are where possible to continue to work from home.
2. Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Govt.guidelines are taken on a case by case basis.
3. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt are to continue to work from home.
4. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home, then management should offer the option of the safest available on-site role, enabling them to stay 2 meters away from others.

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Cleaning staff resource have been increased in line with the increased cleaning regimes.
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.

3. A colour coded cleaning system is used by cleaning staff to prevent cross contamination of surfaces.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the buildings.
5. Line management and employees are required to report anything contaminated or spilt that requires cleaning.
6. Increased cleaning measures for the following Till and card payment terminals, counter tops, door handles, handrails, all work surfaces, public and staff toilets etc.

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.
2. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
3. Employee instructed that disposable tissues, should be used when coughing and or sneezing.
4. Free standing hand sanitizers will be in place at access points.
5. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.
6. Employees to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.
7. Employees with a diagnosed skin condition are advise not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
8. If eye irritation persists then employees to seek medical advice or assistance.
9. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.
10. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if the goes into eyes.
11. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.

Hazard : Cold / Infections There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

Control Measures:

1. Employees are advised to isolate in accordance with Government guidelines.
2. Employees who are currently self isolating due to having tested positive for COVID-19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager.
3. Where symptoms of a cold/infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where the is a potential risk.

Hazard : Emergency Evacuations Inhalation of smoke or exposure to fire leading to injury or fatality.

Control Measures:

1. All employees are to wash or sanitise their hands at the earliest opportunity.
2. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.
3. In an emergency, for example, an accident or fire, employees do not have to stay 2m apart as it would be unsafe to do so.
4. Employees are to follow the emergency evacuation procedures for their relevant location.
5. Trained fire wardens are in place.

Hazard : First Aid Provision Lack of first aid provision leading to injury, further injury or prolonged pain.

Control Measures:

1. Trained emergency first aid at work and first aid at work employees.
2. All first aiders provided with face guards to reduce risk of cross-contamination.
3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided.

Hazard : Managing Customers Visiting the Store Increased risk of transmission of COVID-19 by a high volume of customers visiting the shop, unable to carry out social distancing measures and shop safely.

Control Measures:

1. The total number of customers who can be inside the store safely at any time is relevant to the size of the individual store taking into consideration any pinch points.
2. Customers are to shop alone where possible unless specific assistance is needed.
3. Social distancing measures in place around the store, floor marked to indicate this.
4. Entrances to the shop are clearly sign posted with the stores social distancing measures in place.
5. A one way traffic system has been implemented in order to reduce congestion inside the store.
6. Customers who have children with are reminded that they are responsible for supervising them and ensuring they follow social distancing guidelines.
7. External areas are used for safely queueing to get inside of the store.
8. Hygiene stations installed at the entrance, exit.
9. A number of social distancing champions have been created, these are staff members who will demonstrate social distancing guidelines. (If this is helpful)

Hazard : Handling goods, merchandise and other materials Transmission of COVID-19 via contact with objects and items throughout the store.

Control Measures:

1. Payments & Refunds are to be undertaken using contactless methods.

2. Customers are now encouraged to pick up and handle items that they are going to purchase. Signage has been installed to remind customers of this.
3. For customers collecting items staggered collection times have been implemented with a 2 metre queuing system.
4. High-touch items are to be stock rotated to limit handling.
5. Increased the amount of handwashing/hand sanitising facilities on the shop floor for staff.
6. A 'no contact' return procedure has been implemented with customers returning stock/goods to a designated area that is kept separate from other stock to reduce likelihood of transmission.

Hazard : Customer Fitting Rooms Increased risk of COVID-19 transmission through customers trying on different items/clothing, these items could then become contaminated, put back into circulation in the shop and further contamination.

Control Measures:

1. There are no fitting rooms in any of our stores.

Hazard : Inbound & Outbound Deliveries Spreading of pathogens either by person to person contact (Staff and delivery drivers) or by touching contaminated objects/stock.

Control Measures:

1. The store has revised its pick up and collection points so the minimal amount of person(s) come into contact during stock transfers.
2. The company is ordering larger quantities of stock less frequently in order to minimise contact.
3. Cleaning procedure for goods entering and exiting the premises are in place. All clothing and soft furnishings are steamed cleaned at a minimum of 100 degrees cellius,antibacterial sprays are also used.All bric brac items are washed or wiped with an antibacterial wipe.
4. Unnecessary contact with gatehouse security/yard/warehouse areas have been implemented, deliveries are to be non-contact and pre-booked in electronically.
5. No paperwork to be transferred, electronic documents only.
6. Dedicated staff members for unloading and loading vehicles.
7. Stock arriving on-site has been held for a minimum of 72 hours before being put on the shop floor.

Hazard : Confined Spaces Increased risk of infection transmission

Control Measures:

1. Staff are instructed to wear masks visors or both, to reduce the risk of infection.
2. Where working in confined spaces is unavoidable, staff are instucted to work back to back or side to side with as much distance as is practicable.
3. Doors (with the exception of fire doors) and windows are to be left open to increase air flow.
4. Only one member of staff to use the staff access staircases at any given time.
5. Only 1 member of staff to use the kitchen area at any one time, avoiding close contact in a confined space.
6. Toilet entrance doors must be kept closed whilst in use, this will prevent other staff members entering the confined space to use the hand wash basins. Doors to be left open when facilities are not in use.

Documents Associated with this Risk Assessment:	
Review Date :	Reviewer :